



Bethesda

ANNUAL REPORT 2023

COMMIT YOUR WORK TO THE LORD,
AND YOUR PLANS WILL SUCCEED

Proverbs 16:13

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and Values

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BACKGROUND

Three visionaries, Reverend Michiel D. Burger, Reverend Johan A. van der Merwe, and Mr. Gordon Fraser founded Bethesda in 2000, with the idea of making a distinctive difference in people's lives. At the time, the organization started as an extension of the St. Mary's Children Home, and was formally registered as Christian Medical and Relief Services in 2000. The name was changed to Bethesda Medical and Relief Services, in 2013.



Bethesda is a registered Non-Profit Company, with status of a:

- Non-Government Organization (NGO);
- Non-Profit Organization (NPO); and
- Public Benefit Organization (PBO).

The initial objective was to provide relief to community members, who suffered from HIV/AIDS, at a time when the pandemic was at its climax.

Over the years, the organization developed into a well-known beacon of light in the George area, and it operates three service programs namely:

- INTERMEDIATE CARE
- CHILD AND YOUTH CARE
- INTEGRATED HEALTH AND WELLNESS
(Previously known as Home Community Based Services)



The Vision of Bethesda is to provide Holistic, Compassionate and Sustainable care that improves the quality of life.



To always render our care with the Believe that God is our Source



To function within a sound value system



To operate an Intermediate Care Facility that provide holistic and integrated care to adults, children and their families



To operate an Integrated Health & Wellness Program that facilitates and promote health & wellness towards self-management in the communities



To operate a Child and Youth Care Centre that renders therapeutic and development interventions to orphan and vulnerable children and their families



To Develop local and international partnerships to ensure sustainability



INTEGRITY - what we say and what we do, are the same.

COMPASSION - we act with love and empathy.

RESPECT - we are fair and considerate towards each other and our clients.

BELIEF - we trust in, and are led by God, our Cornerstone.



PHILIP DYSEL

MESSAGE FROM THE CHAIRPERSON OF THE BAORD

On the 1st of March 1986, three women Nan Phyffer, Sophie Christou and Doris Lugabasi went to the Cleveland mine dump area of Johannesburg, to meet the need of one elderly person. Soon many lives were touched both physically and spiritually as the love of God was ministered to a group of desperately impoverished and hurting people. From this small beginning the Christian Service Foundation was formed to reach out to people of all ages who were abandoned, neglected, malnourished and often destitute. The chronically sick were taken in and for many this was the first time they had known the warmth and love of another person.

Here in George, a group of people, including a previous member of the Christian Service Foundation believed that they were led to form an organization with similar aims and objectives but with the initial focus to provide holistic care to destitute, traumatized and HIV/AIDS infected and affected children and adults irrespective of their race or creed.

Hardly, had the decision been taken to form an organization, an opportunity arose to acquire the St Mary's complex from the Roman Catholic Church comprising of the children's home, crèche, a three bedroomed house, outbuildings containing a laundry and storerooms all situated on approximately 1,8 hectares.

Bethesda was then founded in 2000, initially under the name Christian Medical and Relief Services and has developed over the years into an organization with 4 programs namely the Intermediate Care Facility, the Child and Youth Care Centre, Integrated Health and Wellness and a Child Development Program as well as various support divisions. All these programs are served by 150 staff members which include doctors, professional nurses, social workers, psychologist, remedial teacher, physio and occupational health, childcare workers, health care workers, administrative and maintenance staff.

Since joining as a Board member in 2014, and then as Chairman of the Board in 2018, it has been a privilege for me to be involved and support the organization in reaching its goals and fulfill its vision and mission in providing holistic, compassionate, and sustainable care that improves quality of life.

Each year I am moved by the impacts made and inspired by the refreshing response to challenges and failures.

In tough and difficult times, we experience currently, with electricity cuts and higher cost, fuel prices going sky high, food prices on the climb, the first case of Covid-19 in March 2020, and very little private funding, we are fortunate with amazing staff from the cleaner to the CEO to provide excellent service backed by the best Board of Directors any organization can ask for and thanks to our Heavenly Father we are still standing.

For that I say thank you...

For that I feel blessed...

... P.DYSEL

"If you can imagine it, you can achieve it.
If you can dream it, you can become it."

William Arthur Ward



MADELEINE MEYER

MESSAGE FROM THE CEO

As I reflect on the past year, I am still reminded of the devastation of the Covid-19 pandemic, the dire consequences for our country and community that was already facing many challenges with a weak economic foundation before the onslaught of the crises. But today I am so proud of the resilience our organization showed in the face of that severe hardship where we lost brothers, sisters, mothers, fathers, grandparents, friends and colleagues, and our ability to adapt to operating within a Covid-19 context. It was against that backdrop that we started the year optimistic and encouraged to build on those gains with the aim of restoring our performance to pre-pandemic levels.

The future however remains uncertain as the negative impact of the pandemic remain. The uncertainty is further intensified by the global economic pressure and the local electricity supply shortages pose a binding constraint to our economic growth. If combined with high inflation and levels of unemployment, it is a real cause for concern as all these factors have a negative impact on the funding that we previously received and lost during the Covid pandemic. But if there is one important thing that I have learned during the pandemic where so many people lost everything, they owned is that owning things, maintaining them, and worrying about losing them is robbing you of the things that matter most like peace, joy, and fulfillment.

So, despite all the negative factors that threatened many organisations in our country and led to many having to close their doors, Bethesda is in its 23rd year of providing medical and psycho-social services to patients, children, and families in our community and that for me is a testimony of God's faithfulness.

It is therefore a pleasure to report that our organization has once again delivered a solid performance across all our divisions and we have made good progress on our strategy to streamline our operations and bring our policies in line with the new standards of Association of Palliative Care Centres (previously known as HPCA) Palliative Care Health Services.

On behalf of the Board of Directors I would like to offer a sincere thank you to every employee in Bethesda for their dedication and hard work in the past year. They have with their commitment and dedicated efforts, steered the organisation through another year where the aftermath of the pandemic persisted at the same time as the war in Ukraine, as well as inflation shock that impacted our organization, our beneficiaries, and colleagues. Also, I would like to thank the Board of Directors for their constructive and positive teamwork during the year.

I find great encouragement in the Scripture which reminds us that "He who began the good work will bring it to completion"

Madeleine Meyer



BOARD OF DIRECTORS

MR P DYSEL (CHAIRPERSON)

MR EA BEDDY (VICE-CHAIR)

MR D FLORIS

MR S VISAGIE

MR G CAMPHER

MRS M MEYER

MRS D WEWERS

MRS van den HEEVER

EXECUTIVE COMMITTEE

MR P DYSEL (CHAIRPERSON)

MR EA BEDDY

MR G CAMPHER

MRS M MEYER

MANAGEMENT COMMITTEE

MRS M MEYER (CHAIRPERSON)

MRS H MASON

MRS S LOUW

MS M SWANEPOEL

MS L GROBLER

MS M LUCAS

MRS S SYMONS

MR W PIETERSEN

MR H MOTH

IMPORTANT INFO & FACTS

- ❖ We are a member hospice of the Association of Palliative Care Centres, with a 4★-recognition
- ❖ The organization is governed by an actively, well experienced and dedicated Board of Directors
- ❖ A CEO oversee, guide, and control the day-to-day operations of the organization.
- ❖ The organization has a functioning Management Committee.
- ❖ Employs 150 permanent staff
- ❖ We operate three programs namely INTERMEDIATE CARE, CHILD & YOUTH CARE (incl. Milestones), AND INTEGRATED HEALTH & WELLNESS
- ❖ The INTERMEDIATE CARE FACILITY accommodates 36 patients
- ❖ The CHILD & YOUTH CARE CENTER accommodates 24 orphan and vulnerable children
- ❖ The MILESTONE PROGRAM accommodates 20 children from the surrounding communities
- ❖ Community Healthcare Workers provide health care services to community members in the comfort of their own homes
- ❖ We deliver services in the George and Uniondale areas
- ❖ The care and services we provide to our beneficiaries are free of charge



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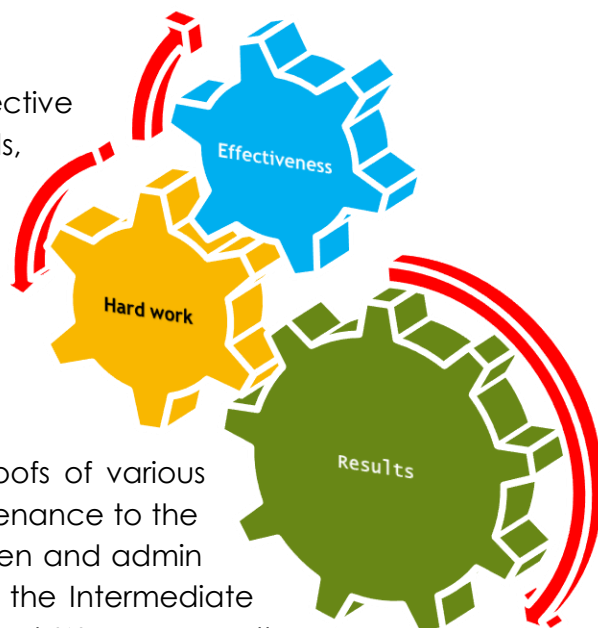
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HYRAN MOTHA

INFRASTRUCTURE

This division is responsible for safe and effective transport management, security, grounds, buildings, and general maintenance. It is managed by a Divisional Head, who is assisted by a Handyman, a Groundsman, a General Assistant and two Drivers. It is this division that keeps the premises so clean and tidy.



MAINTENANCE

Much needed repair work was made to the roofs of various buildings. This includes waterproofing and maintenance to the roofs of the intermediate Care Facility, the kitchen and admin building. Earlier this year, the children's ward of the Intermediate Care Facility was repainted and the floor refurbished. We are currently facing the great challenge of replacing the asbestos roofs, but do not have the necessary funds to fulfill this need.

TRANSPORT

Safe transportation of our beneficiaries and staff remains a high priority for us. Routine and critical repairs were done to various vehicles. All vehicles are roadworthy, up to date with their services, and in good condition.

SECURITY

The organization has faced many security challenges this year, that related to vandalism and attempted burglaries. However, a lot has been invested in upgrading and improving the security measures to protect our beneficiaries and staff. Additional cameras have been installed on the premises. The 24-hour security monitoring systems of both the Intermediate Care Facility and Administrative Building have been upgraded to ensure optimal functioning during loadshedding. Floodlights are installed at strategic positions around the premises, which are connected to the backup generator. Additional burglar bars has been installed at the intermediate care facility. New custom-made safety gates and inverter is installed at the Child and Youth Care Centre. Additional sirens, which are connected to the panic buttons were installed in strategic locations.

Hyran Motha

Maintenance is terribly important

Author unknown



WENDELL PIETERSEN

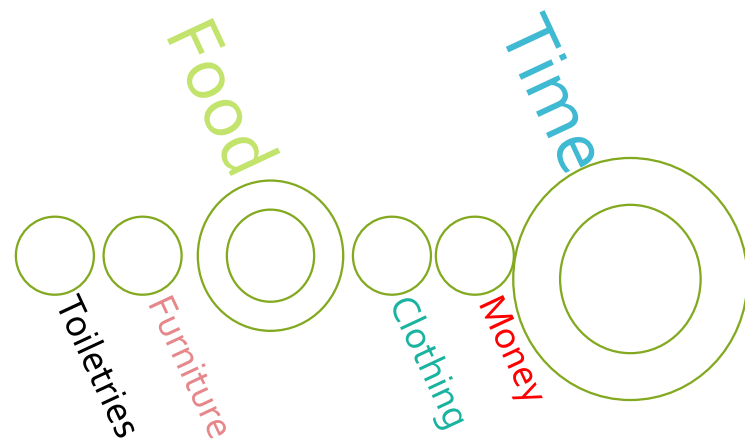
SUPPORT & RESOURCES

This division manages food, laundry and cleaning services. It also facilitates donations, proposals, projects, marketing and public relations. This is where the health and safety are coordinated. It is managed by a Divisional Head, who is assisted by a Resource Assistant, a Receptionist, a Laundry Assistant and six Support Service Assistants. This Division is responsible for the cleanliness of buildings and facilities.

DONATIONS

We would like to say **'THANK YOU'** to everyone who donated to the organization in any way. Your continued support and trust are what makes Bethesda great; the partnership we have with you is what makes this organization strong; and your kindness is what puts a smile on the faces of our children, patients, staff and the communities we serve. **For that "we salute you"**.

The following list is not exhaustive, as many donors have respectfully requested to remain anonymous. See also under the Financial Report.



HEALTH AND SAFETY

It is extremely important to us to keep everyone who enters our gates safe, with an emphasis on our staff and residents. The staff of Bethesda are its greatest assets, as they are responsible for turning the other assets (money, equipment, buildings) into end products (services). The annual Health and Safety Audit has been completed for 2023. A full Hazard Identification and Risk Assessment was successfully completed for the year. Health and safety related incidents were very low; reflecting the effective application and adherence to safety instruments, measures and procedures.

Wendell Pietersen

"We cannot become what we need to be by remaining who we are."

Max DePree



MARITA SWANEPOEL

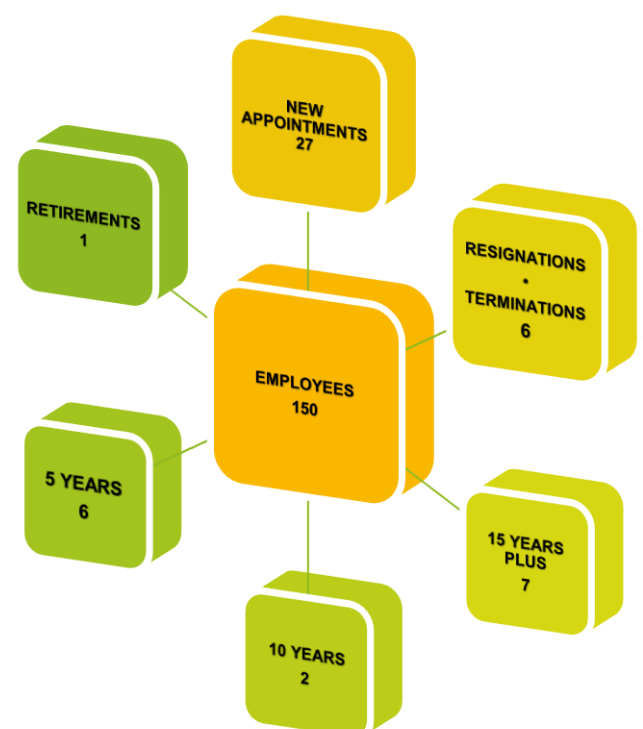
HUMAN RESOURCES

This division is responsible for the Human Resources and Pay Roll (HR) function of the organization. It is managed by a Divisional Head, who is assisted by an Admin Clerk. This division is very strict when it comes to internal and external compliances, such as leave requirements, updating of personnel details, and security clearance, amongst others.

The HR and Finance Clerk who assisted with administrative tasks, resigned in December 2022, leaving a huge void in the department. However, we were able to appoint Althrolene Jansen, who previously held the position of Receptionist. She possesses of very good administrative skills and abilities, and is already familiar with HR-related functions. The allocation of additional Department of Health programs to Bethesda, resulted in an increase of 20 staff members in the Integrated Health and Wellness division, bringing the division's total to 81, and the staff compliment of the entire organization to 150. All matters concerning volunteers are now handled and directed by the HR department, where in the past they were handled directly by the relevant departments. A very successful HR-related training session was hosted by the Healthcare Employers' Operations Support Association on the 23th of August, and it was attended by 21 staff members from all departments.

MARITA SWANEPOEL

"Do not hire a man who does your work for money, but him who does it for the love of it." — Henry David Thoreau





SHIRLEY LOUW

INTERMEDIATE CARE

This division, known as the Intermediate Care Facility (ICF), provides mainly Palliative and Rehabilitative Care, Post-Acute services, and Spiritual- and Psycho-social Interventions to referrals from George Regional Hospital, and patients from the surrounding communities. The division is managed by a Divisional Head, who is assisted by a Multi-Disciplinary Team, professional nurses, and 18 Healthcare workers.

We are very grateful for the successful outcome of the funding proposal that was submitted to the Department of Health earlier in the year. We are also pleased that we were able to purchase two new adjustable beds. The new beds enable patients to assume more comfortable positions, especially when eating, drinking, during family visits, and when watching television. It will also ease the tasks of staff members when they handle or move patients without inconveniencing the patient. Some of the wards still have a few beds that are not adjustable and we hope to replace them when funding becomes available. A proposal was submitted to True Colors Trust, with the aim of acquiring additional automated and modern beds for the wards and two oxygen concentrators. On several occasions this year, we received a few final year physiotherapy students from the University of Cape Town, who completed their practical with us. We also accommodated healthcare students throughout this year to do their practical with us. We celebrated International Nurses on the 12th May and would like to thank everyone who were involved in making this prestigious event a success.

We experienced some challenges that related to patients that were dependent on constant oxygen supply, especially during Loadshedding. Based on this risk factor, it was decided not to admit more than 2 patients who are oxygen dependent, as the current equipment is only adequate to serve two persons. The patient transport remains a challenge as the vehicle is not equipped with a ramp or lift for loading and unloading wheelchair-bound patients. We are investigating all possibilities to obtain the necessary equipment for the vehicle to ensure effective operations. We are very grateful to the infrastructure staff who are always willing to assist with wheelchair patients while we look at practical solutions.

We strive to continue to improve and enhance the services we deliver to patients and their families. The nucleus is to remain current in terms of the services we deliver and to expand our segment in the Non-profit sector.

We would like to **'THANK'** everyone who contributed in the success of the ICF.

SHIRLEY LOUW



MANDY LUCAS

CHILD & YOUTH CARE

Ms. Mandy Lucas took over as head of division in November 2022, after the retirement of the previous head, Mrs. Terblanche. Ms. Lucas, who previously coordinated the Resource Department, is assisted by a Social Worker and four Child Care Workers, and together, they are the main role players in the lives of our child and youth care residents.

For the first time in many years, all the children have been placed with immediate or extended families over the 2022 festive period. One of the girls in the facility participated in drama auditions and also received a bursary to gain a broader insight of the acting industry. She also got an opportunity to work with an acting and drama mentor who will guide her in this career. One of the Childcare Workers, John Titus, has completed a Training Course in Child and Youth Care Work, which is endorsed by the Health and Welfare Education and Training Authority. The security at the two residential houses was improved by the installation of security gates.

One of our boys was successfully accepted and admitted to Lindelani Child and Youth Care Center in March 2023, for a 6-week program. We were very happy to hear that the child in question is doing very well and has adapted to the program with ease. He participates in all the groups as well as sports and shows no misbehavior, but rather works well with Staff and fellow residents. His stay at the Lindelani Child and Youth Care Center was later extended for two years. Another boy was permanently transferred to House Outeniqua, earlier this year. One of our girls was also accepted and admitted to the Lindelani Substance Abuse Program in March 2023, for a 9-week program. She successfully completed the program and is now back at Bethesda. Two boys were temporarily placed with their family for a trial period, and they are doing very well. The goal is to permanently reunite them with their family. We also received two twin boys, age 18 months, who currently remain in the ICF for proper medication administration.

I want to thank my team and everyone for the contributions you have made; the role you played; and the difference you make in the lives of our children.

You are remarkable

Mandy Lucas

"Do every job you're in like you're going to do it for the rest of your life, and demonstrate that ownership of it"
– Mary Barra, CEO of General Motors 2014-Present



Health & Wellness

LINDI GROBLER

INTEGRATED HEALTH AND WELLNESS

This division works closely with the local clinics. The Community Health Workers, visit community members in their own homes to conduct household health checks, and to promote comprehensive health, wellness and self-management. They are also involved in various campaigns, outreaches and health education activities, this includes day care in all wards. This division is managed by a Head of Division, who is assisted by 80 staff members with diverse roles and functions.

The name of the division changed from Home Community Based Services, to Integrated Health and Wellness as of 1st April 2023. The staff compliment of the division increased from 69 in 2022, to 81 in 2023. This is mainly due to the allocation of a new Tuberculosis Program, to Bethesda. A total of 15 positions were filled in the Tuberculosis Program, and the newly appointed staff started on June 1, 2023. Two of our Health Care Workers have left the service to pursue careers in nursing and teaching respectively. We are very proud of them and wish them all the best on their new journeys. Another Community Health Worker moved to the Support and Resources Division, where she now holds the position of Receptionist. We had a Wellness-day for the George Staff on the 18th of August 2023, where we spoiled the staff within the division. We enjoyed and participated in various fun activities and interactions. The event facilitated teambuilding, boosted team morale and spirit.

Since the Tuberculosis Program started, we have tested numerous positive Tuberculosis cases and we endeavor to start our clients on medication as soon as possible. We aim to assist in eliminating the number one killer in South Africa, known as Tuberculosis. Our Community Health Workers, Nurse Coordinators and Supervisors were profoundly involved in the success of the Department of Health's measles campaign, that ran from mid-February 2023 to 30 March 2023. The vaccination campaign focused on the children in and around the George area. Adverse incidents were very low, despite all the challenges facing our Community Health Workers on a daily basis. This is ascribable to swift actions and the implementation of effective preventative measures.

Lindi Grobler

"Have I not commanded you? Be strong and courageous. Do not be frightened, and do not be dismayed"

GOD IS WITH YOU WHEREVER YOU GO

Joshua 1 verse 9





SHARON SYMONS

Todler

MILESTONE

The Milestone Program (formally known as Wikkellwurms) began in January 2009, as an extension of our Child Care Services. This program can accommodate 20 children from the surrounding communities, and referrals from the ICF, CYCC, and Integrated Health and Wellness divisions of Bethesda. Children with developmental delays, between the age groups of 18 months – 6 years, attend the program four days a week. The children are divided into four groups according to their developmental age and needs, where they are exposed to appropriate Stimulation and Developmental Activities. The aim is to prepare the children for grades R and 1, at local primary schools. The division is managed by a Divisional Head, who is supported by an assistant and two Auxiliary Workers.

Two staff members left the service early in the year, with one of them accepting a teaching assistant position at a local primary school. Rozelle Jumats and Elmaine Swartz joined the Program in March. Rozelle was appointed as my assistant and Elmaine as Auxiliary Worker. In June, the grade R and RR children attended a holiday club which was sponsored by the members of the Methodist Church in George. They really enjoyed it.

Certain facets of the Milestone Program, such as the grades 'R' and 'RR' are in the process of being adapted to the CAPS elements, as we need to confirm in writing that our children, who enrolls in mainstream schools, have attended our program. We had our first parent meeting of the year in June, where one of our Social Workers, Anellie van Niekerk, discussed parenthood with the parents attending. She also shared important information with them, like the fact that, a young child's dependence on an adult slowly decreases as they get older. The rights of children and parental responsibilities were also discussed at this meeting.

SOME STATS

- We ended 2022 with 22 children, and started 2023 with 15
- We had 3 children in the Grades R and RR classes respectively
- 5 children in the 3-4-year group; and
- 4 children in the 18-months to 2-year group
- Nine Grade R's from 2022, was enrolled for Grade 1 at a local school in 2023
- One Grade RR from 2022, was enrolled for Grade R at a local school in 2023

Baby

Sharon Symons

Children



HESTER MASON

FINANCE

BETHESDA MEDICAL AND RELIEF SERVICES NPC – FINANCIAL REPORT - YEAR 2022/2023

BETHESDA MEDICAL AND RELIEF SERVICES (NPC)			
Statement of Income and Expenditure as at 31 March 2023			
	Figures in Rand	2022/23	2021/2022
INCOME	Department Social Development	1,166,400	1,198,976
	Department of Health	13,281,858	12,450,786
	Other Income	1,005,333	1,414,283
	TOTAL INCOME	15,453,591	15,064,045
OPERATING EXPENSE			
	Support Services, Administration, Child Project	5,273,382	4,536,806
	Medical Departments: (Intermediate Care Facility & Home Community Based Services)	9,521,013	8,953,852
	Child & Youth Care Centre	1,310,135	1,315,729
	TOTAL EXPENSE	16,104,530	14,806,387
	Surplus (deficit) for the year	(650,939)	257,658
	Deficit as a result of R875,694 depreciation		

A special word of thanks to our Government and Corporate Donors: Department of Health, Department of Social Development, Old Mutual, Nedbank, Spur, Global Partners in Care (US partner VITAS Innovative Hospice Care of Miami-Dade), Kindermissionswerk, Sirago, and other regular anonymous donors.

We thank our Auditors, Mazars, for their service and support.

